



NIFTY is the internet service provider managing “@nifty.” In addition to connection services such as fiber optic communications, high-speed mobile access, and related security, it provides web services, a variety of applications, and a cloud service called “NIFTY Cloud.” Based on its corporate message “With Us, You Can.,” NIFTY provides support that makes its customers’ daily lives more rich and convenient through high quality, safe, and secure services.

Challenges

- ✓ Correctly assesses customer issues and solve them swiftly through remote access
- ✓ Easy to set up and easy to use
- ✓ Decrease customer costs by 80% or 90%



Solution

NIFTY receives as many as a few thousand inquiries every month from its customers about their internet connection and solves their issues using TeamViewer remote access software. By correctly understanding customer problems and solving them immediately with TeamViewer, it has increased the level of customer satisfaction and the number of resolved cases.

Remote Support for Several Thousand Inquiries a Month

Increasing customer satisfaction through instant support

NIFTY is providing internet connection services including LTE high-speed data communications and audio communication services, as well as fiber optic communications and high-speed mobile access. At the same time, as part of those services, it helps resolve its customers’ connection problems via telephone, e-mail, and remote support, in order to secure their safe and comfortable internet experience. It receives a few thousand inquiries a month, especially from the elderly, with problems such as “I can’t send and receive e-mails” and “I’ve got an error message on my computer, but I have no idea what to do about it.”

Shorten support time and increase customer satisfaction

When providing telephone support, it is often difficult to fully understand customer issues based only on what a customer says. With TeamViewer, operators can immediately understand a customer’s situation by seeing exactly what is happening to them via remote control. As a result, NIFTY has successfully shortened its support time and increased customer satisfaction.

In order to provide remote support, its customer center asks customers to install TeamViewer remote control software on their computers in accordance with its instructions. Once the software is installed, operators provide support by controlling their computers on behalf of customers or explaining the error messages shown on their computer.

In the past, before it introduced a remote support tool, NIFTY only provided telephone support. However, it realized it is very difficult to provide enough support through the telephone since it takes a great deal of time to properly understand the issue and what exactly is happening to a customer's computer.

Choose TeamViewer for enhancing services and reducing cost

NIFTY had once used a remote support tool from another provider, but it owned the minimum licenses because the license fee was high and therefore, NIFTY was not able to provide enough support with that tool. The performance was not satisfying, especially when connecting to customers this often took too long.

With the aim of enhancing the level of customer support and reducing costs, NIFTY's customer service team started looking for a new support tool. After examining many others, it decided to select TeamViewer's remote access solution, which has an advantage in price and allows its customer service representatives to easily provide high quality support to its customers.

Decrease costs for customers and increase the number of resolutions

By using TeamViewer, NIFTY can provide its customers with the same level of support as general on-site service. It can configure settings and control the computer on behalf of its customers whenever they have internet issues. Remote support often only costs 10% or 20% of the price of general on-site support; therefore, it substantially reduces customer costs.

With remote access, NIFTY has increased the number of resolved cases and with this, the level of customer satisfaction. "TeamViewer remote access tool has merits for both our company and customers," said Atsuyuki Sato, Customer Service Department Manager.

"TeamViewer has saved our management cost substantially and it has been very well received by our customer service team for its ease of use and setup."

"TeamViewer has saved our management cost substantially and it has been very well received by our customer service team for its ease of use and setup. Furthermore, we are now able to correctly assess our customers' problems and smoothly provide support, thanks to TeamViewer. We've increased customer satisfaction by about 3% and the number of resolutions by about 2%."

TeamViewer GmbH

Founded in 2005, TeamViewer is fully focused on the development and distribution of high-end solutions for online communication and collaboration. Available in over 30 languages, TeamViewer is one of the world's most popular providers of remote control and online meetings software.

For more information about TeamViewer please visit:
www.teamviewer.com

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